

FOOD AND BEVERAGE GUIDELINES IN CONSUMPTION CENTERS

Listed below are the health and safety measures that all customers, organizers, exhibitors and their suppliers must comply with when attending Centro Citibanamex in the different areas of Food and Beverages consumption within our facilities:

CATEGORY	GUIDELINE	DESCRIPTION / ACTION	CONSUMPTION CENTRES			
			GALERÍ	FAST FOOD	DELIS	FOODCART
FOOD AND BEVERAGE SERVICE	Hand sanitizer.	The consumer center must have a 70% alcohol-based gel hand sanitizers for the customers.	✓	✓	✓	✓
	Customer Service.	The menu is displayed in light boxes, which are shielded from the customer and from each other.	⊘	✓	✓	✓
	Customer Lines	Marked lines for social distancing.	✓	✓	✓	✓
	Payment.	The customer will be invited to pay preferably with credit card.	✓	✓	✓	✓
	Product Delivery.	The delivery area of the counter must be divided by an acrylic barrier, which has an opening for the delivery of the customer's order .	⊘	✓	✓	✓
	Dressings and Condiments.	They are presented individually.	✓	✓	✓	✓
	Cutlery and Napkins.	They are individually packaged and disposable.	⊘	✓	✓	✓
	Bio-Infectious Hazardous Waste Cans for Customer masks.	There must be a Bio-Infectious Hazardous Waste bin in the table area so that customers can dispose their masks. The Galerí will have these waste bins at the entrance of the Restaurant.	✓	✓	✓	✓
	Service staff.	All staff must wear a face mask, acrylic mask, net and apply 70% alcohol-based hand sanitizer.	✓	✓	✓	✓
	Tables and Chairs.	Will be sanitized before each customer uses them.	⊘	✓	⊘	⊘
Disinfection at closing.	The person in charge of cleaning the building must sanitize by the previous selected method: chairs, carpets, tables, walls and corridors according to the requirements of each area.	✓	✓	✓	✓	
FOOD PREPARATION	Staff Access.	Staff must enter through the indicated entrys and routes, sanitize their footwear and wash their hands or apply 70% alcohol-based gel hand sanitizer prior entering the venue. The Lobby trolley must have a portable hand wash sink.	✓	✓	✓	✓
	Food.	Is in compliance with Distinctive H and NOM 251.	✓	✓	✓	✓
	Staff.	All Food and Beverage operational staff must comply with the specified protocols for Food and Beverage operations (refer to employee protocol).	✓	✓	✓	✓
CLOSE OF BUSINESS	Staff and Facilities.	Is in Compliance with Distinctive H and NOM 251.	✓	✓	✓	✓
	Staff Departure.	Staff must leave through the indicated exits and routes	✓	✓	✓	✓
RESTAURANT GALERÍ	Table Service for Breakfast.	Use of disposable tablecloth and preprinted menus. The disposition of the tables must respect social distancing.	✓	⊘	⊘	⊘
	Table Service for Meals.	Use of generic disposable tablecloths. The disposition of the tables must respect social distancing.	✓	⊘	⊘	⊘
	Table Service.	A banner with the caption "sanitized table" will be placed when it is cleaned and disinfected which will be removed once a diner sits down. The tablecloth will be placed, as well as the stainless steel cutlery (previously sanitized) and disposable napkins (*) which are individually packed (*). This will be done in this first stage, in the near future, a regular cloth napkin will be used.	✓	⊘	⊘	⊘
	Breakfast Food.	The juice must come out of the kitchen covered with a paper lid, the plates must come out of the kitchen covered. This cover must be removed in front of the diner. The bread is presented individually packaged, so as the butter, jam and honey.	✓	⊘	⊘	⊘
	Buffet Food in Food Service.	In services "À la carte " everything must be individually packaged (including dressings), with the current variety of buffet, acrylic barriers separating the customer from the food, staff serving diners at the bar.	✓	⊘	⊘	⊘
	Drinks.	Soft drinks and water are presented in previously sanitized containers, prepared beverages are presented covered with a paper lid.	✓	⊘	⊘	⊘
POINT OF SALE SYSTEM	Cleaning and Disinfection.	The equipment must be sanitized before each use according to the cleaning and sanitization protocols.	✓	✓	✓	✓